

## Customer Statement Guide for First Time Users

The USDA Customer Statement is a special focus of the eGovernment initiatives that Agriculture Secretary Ann M. Veneman announced “brings to the farmer and rancher unprecedented access to their business activities with USDA 24 hours a day, 7 days a week.”

The USDA Customer Statement combines a wide range of information on your USDA services and program activity in a single report available online through the Web. You can access the secure, confidential report online, any place, any time. You are able to view or print the report.

To view your Customer Statement you will need to obtain a USDA eAuthentication service Level 2 account (user ID and password).

The Customer Statement contains private information about your business with USDA. To protect you, your identity must be verified at a local USDA Service Center before the account can be activated.

### 1 Use the Internet to obtain a USDA eAuthentication Level 2 account:

1. From your internet browser go to the USDA eAuthentication site at:  
<http://www.eauth.egov.usda.gov/#L2>.
2. Follow the steps described to request a **Level 2 account**.
  - Fill out the online registration form.
  - Create a user ID and password.
  - Respond to the confirmation e-mail the system sends to you.

### 2 Activation Process:

1. Take your official identification (state ID, state driver's license, military ID, or passport) to your local USDA Service Center.
2. Ask to see an employee who can verify your identity and activate your USDA eAuthentication Account.
3. Request that the employee ensure that you have a record in the Service Center Customer Database (known to USDA employees as the SCIMS database).

#### A USDA Employee will:

- Identity proof you (verify your identity) against your official identification.
- Activate your USDA eAuthentication Level 2 account.
- Check the USDA Customer Databases for your Customer Record by name and social security number (SSN). A record will be created for you if one doesn't exist currently. A number of items on your statement are linked to your SSN, especially for tax reporting purposes. Lack of an SSN may limit viewing of some information.
- Link your USDA eAuthentication Level 2 account to your record in the Customer Database. This will allow the Customer Statement to locate your USDA customer records when you login to the Customer Statement with your USDA eAuthentication account.

### 3 Login to Your USDA Customer Statement:

Use your Internet browser to locate the Customer Statement site:

<http://CustomerStatement.usda.gov>

1. Click the 'Login' button on the homepage menu bar.
2. Enter your USDA eAuthentication Level 2 Account user ID and password on the USDA (security) login screen.
3. On your first visit to the Customer Statement, you will be assigned a unique USDA ID and a default profile for your Customer Statement will be created. You may print out a page with your USDA ID from the Customer Statement left navigation menu.

Once your USDA eAuthentication Level 2 account is activated and linked to your customer records, you will be able to logon to the USDA Customer Statement, receive your USDA ID, and view your Customer Statement.

## Customer Statement Contents

The components or sections of the statement are supplied by various USDA agencies. The below graphic of the Customer Statement shows the summary information initially presented when you login to the Customer Statement. It is a consolidation of all of your customer information. Review the detailed descriptions of each section beside the graphic.

By selecting links on the summary page, you can review the detail data and source information for each section. The links will take you to either another window within the Customer Statement that displays more information about an item in the summary, or it will take you to the application that supplied the section data for additional questions. In many cases, detail data opens in another browser window. Close the new window to return to Customer Statement.

Source links at the bottom of each section are provided to allow easy follow up with USDA personnel. If no contact information is provided, click the "Contact Us" tab or phone your Service Center.

To protect your identity, the Customer Statement does not show your Social Security Number or Taxpayer ID. Instead, your information is linked to your USDA ID. Your USDA ID is created the first time you login. In the future, your USDA ID will enable you to share your Customer Statement information with anyone you choose without the risks associated with sharing your social security number or your USDA eAuthentication Level 2 user ID and password.

**USDA** United States Department of Agriculture  
Customer Statement

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**Statement Features**

- View My Land
- Download Map Data
- Print Statement
- Print USDA ID Card

**Contact Summary**

Customer Name: John Doe      Statement Date: 02/04/2004  
USDA ID: 939-AAB      Email: john.doe@zzzisp.com  
Address: 23 County Road A      Telephone: (434) 439-4959  
City, State Zip: Champaign, IL 30392  
Source: eAuthentication Database (as of 2004-02-06 14:00:00)

**Conservation Program Contract(s) Summary**

Program	Farm Data Map	Source	Contract Amount	Payments	Balance
Environmental Quality Incentive Program (EQIP)		NRCS	75,000	25,000	50,000
Conservation Reserve Program (CRP)		NRCS	35,000	12,750	22,250

Source: NRCS (ProTracts) (as of 2004-02-06 14:00:00)

**Benefits Summary**

Payments 2004 Year-To-Date

Program	Data Source	County	State	Total Amount
DIRECT PAYMENT CORN	FSA	Champaign	IL	\$915.00
MILK INCOME LOSS CONTRACT PROGRAM	FSA	Champaign	IL	\$3,532.85
MILK INCOME LOSS CONTRACT TRANSITION PRO	FSA	Champaign	IL	\$4,651.97
URGENT	FSA	Champaign	IL	\$4,562.55
<b>Total Payments for Period:</b>				\$13,662.37

Source: FSA (Payment Warehouse) (as of 2004-02-06 14:00:00)

**Conservation Plan Information**

Plan Name	State	County	Plan Date	Data Source	Map
Doe Main Farm Plan	Colorado	Larimer	12/02/2003	NRCS	
Doe South Farm	Colorado	Larimer	12/02/2003	NRCS	

Source: NRCS (as of 2004-02-06 14:00:00)

**Farm Loan Program (Direct Loan Status)**

Customer Loans

Loan Nbr	Loan Amount	Date of Loan	Unpaid Balances Interest	Unpaid Balances Principal	Payment Status	Last Date	Next Payment Date	Next Payment Amount
101	50,000	02/03/03	48,000	1,000	1,000	04/15/03	05/15/03	500
102	10,000	01/01/01	3,000	1,000	6,000	05/01/03	06/01/03	100
103	100,000	04/15/02	88,000	8,000	16,000	04/15/03	05/15/03	1500

Source: FSA (as of 2004-02-06 14:00:00)

**Local USDA Office Contacts**

Office Name	Address	Phone	Servicing Main County	Main Contact
NRCS Service Center	23 County Road J, Champaign, IL 30392	(434) 553-3020	Champaign	Jan Jones
FSA Service Center	23 County Road J, Champaign, IL 3039	(434) 553-4050	Champaign	Ted Smith

Source: OIP (as of 2004-01-15 14:00:00)

**Associated Addresses for Customer**

Source	Address Type	Address	City	State	Zip
SCIMS	Main	23 County Road A	Champaign	IL	30392
SCIMS	Postal	PO Box 137	Champaign	IL	30392-0137
USDA-FFIS	Business	23 County Road A	Champaign	IL	30392-2309

Source: SCIMS (a product of Service Center Agencies)

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